



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Comcast Phone of Illinois, LLC
CIMCO, a division of Comcast Business Services
Comcast Digital Phone

Out of Service More Than 24 Hours	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$388.00	\$25.50	\$205.14	\$618.64
B. Number of credits issued for repairs - 24 - 48 hours	24	3	9	36
C. Number of credits issued for repairs - 48 - 72 hours	10	1	2	13
D. Number of credits issued for repairs - 72 - 96 hours	2	0	3	5
E. Number of credits issued for repairs - 96 - 120 hours	0	0	1	1
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$225.00	\$1,975.00	\$400.00	\$2,600.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	5	37	6	48
D. Number of installations after 11 business days	2	21	4	27
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$3,200.00	\$5,250.00	\$3,100.00	\$11,550.00
B. Number of customers receiving credits	64	105	62	231
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments